

Wellbeing Panel

Agenda

Date

Wednesday 9 December 2020

Time

6pm

Place

To be hosted remotely at
Thorpe Lodge
1 Yarmouth Road
Thorpe St Andrew
Norwich

Contact

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@BDCDemServices



Members of the Wellbeing Panel

Cllr F Whymark
(Chairman)

Cllr M L Murrell
(Vice Chairman)

Cllr A D Crotch
Cllr R R Foulger
Cllr N J Harpley
Cllr S Lawn

Cllr J A Neesam
Cllr S M Prutton
Cllr N C Shaw
Cllr L A Starling

Conservative Substitutes

Cllr A D Adams
Cllr S C Gurney
Cllr D King
Cllr G F Peck
Cllr C E Ryman-Tubb
Cllr S C Walker
Cllr J M Ward

Liberal Democrat Substitutes

Cllr C Karimi-Ghovanlou
Cllr D M Thomas

Labour Substitute

Cllr B Cook

If any Member wishes to clarify details relating to any matter on the agenda they are requested to contact the relevant Director / Assistant Director

Public Attendance

This meeting will be live streamed for public viewing via the following link:

<https://www.youtube.com/channel/UCZciRgwo84-iPyRlmsTCIng>.

If a member of the public would like to attend to ask a question, or make a statement on an agenda item, please email your request to committee.services@broadland.gov.uk no later than 5.00pm on Friday 2 October 2020

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| 2 | Apologies for absence | |
| 3 | Minutes | 5 |
| | To approve the minutes of the meeting held on 7 October 2020 | |
| 4 | Matters arising | |
| 5 | Health and Wellbeing Strategy Update 2020 | 10 |
| | To consider the update report on Health and Wellbeing | |

Trevor Holden
Managing Director

DECLARATIONS OF INTEREST AT MEETINGS

When declaring an interest at a meeting Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting. Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

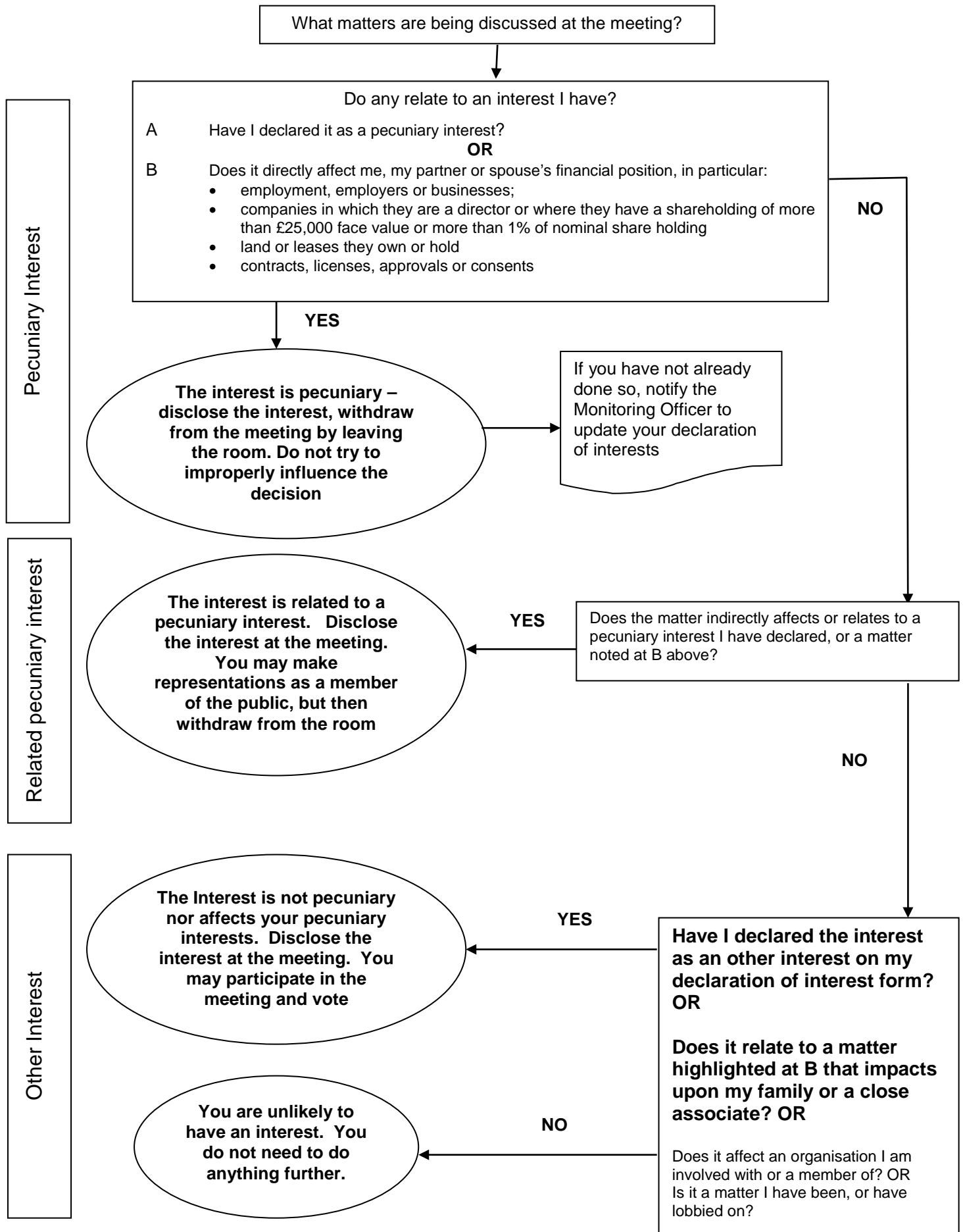
If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting, and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

**FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF
PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER
IN THE FIRST INSTANCE**

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



Minutes of a meeting of the **Wellbeing Panel** held via video link on **Wednesday 7 October 2020** at **6pm**.

A roll call was taken and the following members were present:

Cllr F Whymark – Chairman

Cllr A D Crotch
Cllr R R Foulger,
Cllr S Lawn

Cllr M Murrell
Cllr J A Neeson

Cllr S M Prutton
Cllr N C Shaw

In attendance were the Director of People and Communities, the Assistant Director Individuals and Families, the Housing Standards Senior Manager, the Housing and Wellbeing Senior Manager, the Policy and Partnerships Officer and the Committee Officers (DM and LA).

23 DECLARATIONS OF INTEREST UNDER PROCEDURAL RULE NO 8

| Member | Minute No & Heading | Nature of Interest |
|---------------|---|---|
| Cllr Crotch | 27 – Housing Standards Enforcement Policy | Owner of a rental property – other interest |

24 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr N J Harpley and Cllr L A Starling.

25 MINUTES

The minutes of the Wellbeing Panel meeting held on 5 August 2020 were confirmed as a correct record and signed by the Chairman.

26 MATTERS ARISING

None raised.

27 HOUSING STANDARDS ENFORCEMENT POLICY

The Panel considered the report inviting them to make recommendations to Cabinet regarding the adoption of the Council's new Housing Standards

Enforcement Policy.

The Housing Standards Senior Manager outlined the background to the report pointing out that the current Housing Standards Enforcement Policy was out of date and needed refreshing to ensure the Council remained compliant with the latest housing enforcement legislation and regulations. Particular changes to the policy were needed in respect of new Electrical Safety Standards and inclusion of a new council Banning Order Policy developed in accordance with MHCLG Guidance. On the whole, the remainder of the document was consistent with the Council's previous approach and did not detail any further enforcement procedural changes.

In response to questions from members, the Housing Standards Senior Manager confirmed that there was no formal register of rented property in the district and the enforcement role was largely reactive. When notified of an issue regarding a property, the Council would undertake a full evaluation of the issue and the property as a whole. To date, the Council had been involved in one civil penalty decision process. With regard to carbon monoxide detectors, the Housing Standards Senior Manager confirmed that carbon monoxide alarms were required to be fitted to any habited room which contained a solid fuel burning combustion appliance. With regard to the issue of houseboats, it was noted that this was a difficult area in terms of legislation and complaints had to be assessed under the Environmental Protection Act 1990 and if the problems were prejudicial to health. There were challenges in relation to the moorings at Thorpe St Andrew in terms of clarity of the responsible authority for taking action and this was still being resolved with the Council's legal advisors with a view to ensuring officers had dual authority with the City Council.

Members welcomed the updated Housing Standards Enforcement Policy and it was, by a show of hands,

RESOLVED to recommend Cabinet

to consider and approve the Council's new Housing Standards Enforcement Policy.

28 THE VISION FOR A BEST IN CLASS HOUSING OFFER AND DRAFT ALLOCATIONS SCHEME

Members considered the report, together with the addendum circulated and published.

The report had been drawn up following a number of workshops and considerable work to review the policies of both Councils and bring together a proposal based on a one-team approach. The review had been undertaken

before and during the COVID-pandemic which had created an opportunity to be mindful of the likely demand on the service from the crisis.

Following a successful bid to the LGA housing advisor programme, officers had been working in conjunction with external consultants Campbell Tickell and had developed a “best in class housing offer”. A fundamental part of the offer was the proposed allocations scheme and a four-stage accommodation model which sought to provide a universal service open to all with a housing need and which included a range of housing solutions.

The current banding system was being changed from 3 bands to 4 to allow for a band to accommodate those in most urgent need. A process of stabilisation was also being introduced to allow for suspended bidding to provide opportunity to help bidders manage and resolve issues affecting their ability to sustain accommodation. In response to a question regarding the high numbers of people in the low band and the likelihood of them ever being offered accommodation, officers commented that a reassessment of those in the low band had taken place and was ongoing, to ascertain if they still wished to remain and this had reduced numbers significantly. Over the proposed 4 bands there was likely to be approximately 1000 people registered for accommodation. Whilst those in high bands were more likely to be allocated a property, difficult to let properties and Section 106 restrictions on the allocation of properties offered to those with a local connection helped to secure offers to those in lower bands. A willingness to move outside a specific area was also an option to help increase the likelihood of securing a property. It was noted that, whilst the numbers of those on the register within the 4 bands within South Norfolk was lower than in Broadland, the South Norfolk register had undergone a thorough review and the proportion of those registered within each band was common across both councils.

With regard to temporary accommodation and the high costs associated with this, it was noted that efforts were continuing to secure a range of options for offering temporary accommodation including the current private sector leasing and houses in multiple occupation. The potential for purchasing properties for this purpose was also being explored. The aim was to secure options which were financially more viable and more akin to the LHA rent levels and which offered the right accommodation with the right support for the vulnerable clients. Reference was made to discussions taking place with a housing association regarding the allocation of a number of managed properties with coordinated support for those in need of temporary accommodation.

It was noted that, in addition to the online registration process, other options to assist with bidding would be available to support those unable to access services online.

In response to a comment about the high cost of software for the new system, officers pointed out that the current software was due to be replaced in 2021 and that the proposal for replacement of the current 2 systems with a single

common system would result in a £70k saving for Broadland over a 4 year period.

The new combined system would allow for a single point of access to bid for properties across both Councils with properties being allocated to those residents within the district where the property was located in the first instance, but ultimately offered to a bidder in the other district if the property was not taken, thereby helping to reduce the incidence of empty properties and facilitating mobility. The bidding process would be explicit about priority being given to the allocation of properties to bidders within the same district as the property.

In response to a question about the number of people in rent arrears following COVID, officers commented that, whilst this data had not been collected, some modelling of the potential numbers of such cases had been done as part of the review to ensure the service was best placed to try and respond to the likely increase in demand for help and guidance. It was anticipated there would be a peak in demand over the next 6-12 months with an ongoing impact for the next 2-3 years whilst arrears were repaid.

Members then made the following comments/amendments in relation to the Allocation Scheme:

- Paragraph 3.4 (f) on page 182 of the papers (page 18 of the Scheme) – reassess and if necessary amend the period of rent arrears applicable to the disqualification for an allocation – shown as 14 weeks for weekly paid rent and 4 months for monthly paid rent to see if these should align;
- Paragraph 5.2.3 on page 203 of the papers (page 39 of the Scheme) - amend the reference to “Thursday” to “Tuesday”;
- Prevention table on page 213 of the report (page 49 of the Scheme) - amend reference to “high” priority;
- Paragraph(e) of appendix 3 on page 223 (page 59 of the Scheme) - amend to include reference to requests and appeals being received by other means including telephone calls as well as submitted by email.

It was noted that the consultation on the proposals would commence on Friday 9 October and would be circulated widely.

Subject to the comments and amendments above, members welcomed the comprehensive report and supported the proposals contained therein. They thanked officers for their hard work in reviewing the existing arrangements and preparing the proposals.

RESOLVED to recommend Cabinet

to endorse that officers work towards the Best in Class Housing model and support the draft allocations scheme as presented prior to public consultation.

29 ANY OTHER BUSINESS

With regard to concerns raised about the impact of COVID on mental health of residents of Broadland and employees of the Council, members were advised that the next meeting of the Panel would be considering a report on the review of Health and Wellbeing which would include mental wellbeing. Whilst this was not a function of the Council, the organisation was well placed to support and influence others in this vital area of work. Members noted some of the measures being put into place to support staff at this time including the training of members of staff as mental health first aiders. Members agreed it would be helpful to include reference to this in the Members Bulletin and to consider including reference to their status as a trained mental health first aider within the email signatures of those staff to help raise awareness of the support available.

The Chairman advised that he had invited representative of the YAB to join a meeting of the Panel in the future (provisionally December 2020) to help inform the Council's policies.

The meeting closed at 7.20pm

HEALTH AND WELLBEING STRATEGY UPDATE 2020

Report Author: Tim Thomas
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Portfolio: Housing and Wellbeing

Ward(s) Affected: All

Purpose of the Report:

The report highlights activities undertaken by Broadland and South Norfolk Councils to support delivery of the Health and Wellbeing Strategy, adopted by both Councils by Autumn 2019. The report also considers the impacts that the pandemic has had on the health and wellbeing of our communities and the Council's resulting actions to support business and residents. Activities related to the Strategy are also highlighted.

Recommendations:

1. To note the report and the success of the Council's actions with regards to Health and Wellbeing and to further note the intention of officers to:
2. To produce a further update for the panel to consider the ongoing impacts of coronavirus on resident health and wellbeing, by Summer 2021.
3. To review and produce a Joint Health and Wellbeing Framework to take account of the long-term impacts of the coronavirus pandemic and to align to the 2020-2024 Joint Strategic Plan, for consideration of the Council for adoption from April 2022.

1. SUMMARY

- 1.1. The report highlights activities undertaken by Broadland and South Norfolk Councils to support delivery of the Health and Wellbeing Strategy, adopted by both Councils by Autumn 2019. The report also considers the impacts that the pandemic has had on the health and wellbeing of our communities and the Council's resulting actions to support business and residents. Activities related to the Strategy are also highlighted.

2. BACKGROUND

- 2.1. Broadland and South Norfolk Councils agreed to a Health and Wellbeing Strategy by Autumn 2019¹, aligned with the pre-existing Norfolk Health and Wellbeing Strategy², as agreed by the Health and Wellbeing Board. The purpose of the Health & Wellbeing Strategy is to:
- Provide a vision and policy framework for Broadland and South Norfolk Councils to improve the overall health and wellbeing of our residents.
 - Be evidence led in articulating the key characteristics of our communities and specific needs and issues which need support and intervention.
 - Provide evidence for where interventions are best targeted to address specific inequalities.
 - Outline the contributions that all services within the Councils can and do make towards achieving improved resident health and wellbeing.
 - Provides a framework for working in collaboration with partners that can provide the basis of shared developments to take forward through key partnerships.
 - The Strategy outlined four themes that covered the different dimensions of health and wellbeing; Falls and Frailty, Employment and Aspirations, Activity and Healthy Living and Mental Wellbeing.

3. IMPACT OF COVID-19

- 3.1. The recent activities of the Councils to safeguard the health and wellbeing of the community should be set against the impacts of the Covid-19 pandemic. As of 7th November, there have been 850 confirmed coronavirus cases in South Norfolk and 930 in Broadland³. Figure 1 below shows that following the initial spike in cases in May, the number of cases in both districts was minimal until late August. At that point, there was a small spike (most likely due to the

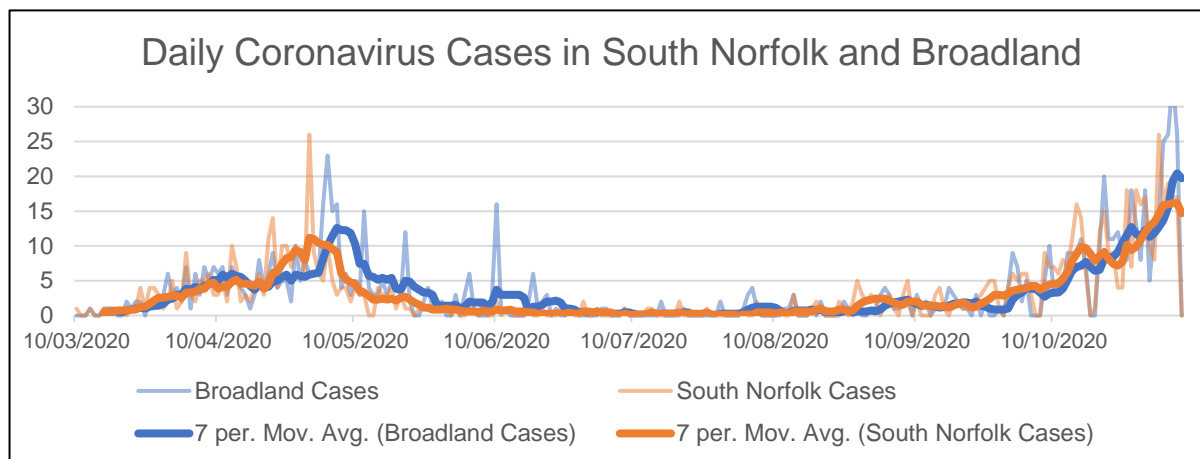
¹ [Joint Health and Wellbeing Strategy](#)

² [Norfolk Health and Wellbeing Strategy](#)

³ [Government Data Service Local Coronavirus Statistics](#)

outbreak at Banham Poultry), followed by a larger and consistent rise from mid-September, which has also been seen on a national level.

FIG 1: COVID-19 CASES IN SOUTH NORFOLK AND BROADLAND



- 3.2. Case levels have generally been at a similar level to other rural Norfolk districts and markedly lower than most districts nationally. The reproduction number (R) has been significantly lower in the East of England than most nations and regions of the UK, potentially due to lower population densities. When looking forwards, models have been produced by the NHS to outline a potential 'second wave' during the traditional winter flu season.⁴
- 3.3. Public Health England analysis of cases and deaths of those with coronavirus has identified that people who were 80 or older were seventy times more likely to die than those under 40.⁵ Furthermore, obesity has been noted as one of the key risk factors for those who contract coronavirus.
- 3.4. Broadland and South Norfolk have a higher than average percentage of older people than nationally (Broadland 7.4%, South Norfolk 6.7%, Norfolk 6.8%, England 5.1%), putting more of the local population in a higher risk group
- 3.5. Residents at highest risk were strongly advised to remain shielded in their own home for 12 weeks. As of 4th September, this included just over 40,000 Norfolk residents, including 6,201 in Broadland and 6,844 in South Norfolk. This led to both Councils working closely with local community groups, to rapidly respond with packages of support to residents shielding at home.
- 3.6. As many older or frailer residents have been advised to either shield or reduce social contact since March, this has reportedly led to greater isolation. Some of this cohort do not have access to the internet and video call facilities, so this has resulted in detrimental impacts on mental health and wellbeing⁶.

⁴ [BBC News - Winter wave of coronavirus 'could be worse than the first'](#)

⁵ [Public Health England Risk Factors](#)

⁶ [Age UK - Impact of Lockdown on Mental Health](#)

- 3.7. The District Direct team at the N & N hospital have transitioned to working remotely. They have seen fewer referrals, but they are dealing with more complex cases. As percentage of beds filled is starting to increase again, we anticipate that service demand will increase over the next year. An interim evaluation report by Healthwatch on the impacts of this service noted that District Direct staff were quick to communicate, built good relationships with ward staff and were generally very good at “just getting things done”. Funding for the service is agreed until March 2021.
- 3.8. Excess winter deaths are predicted to increase in South Norfolk and Broadland this year (in line with national projections) due to the pandemic. This figure is very variable, based upon the weather, the protection afforded by the flu vaccine and the emergence of any more virulent strains of flu.
- 3.9. A recent LEP survey showed a significant number of apprentices have been made redundant, furloughed, and/or had a break in learning.⁷ Also, the coronavirus job support scheme supported around a quarter of local jobs at the peak of the economic impact from coronavirus.⁸
- 3.10. Research by the Centre for Public Policy⁹ predicts that South Norfolk and Broadland would be in the third of local authorities whose economies would fully recover in five years. In addition, the Joseph Rowntree Foundation¹⁰ has published research suggesting recovery in South Norfolk and Broadland will be in the best 20% in the country.
- 3.11. The pandemic has increased the proportion of people who report difficulties with their mental health. Research from MIND suggests that women, people with disabilities, those living in social housing, people with eating disorders, obsessive compulsive disorder, or personality disorders and frontline workers have all suffered greater impacts on their mental wellbeing. 9.5% of all residents in both districts had depression in 2019. In addition, around 22% of those in receipt of incapacity benefit did so for mental health reasons.
- 3.12. Adults who were aged 16 to 39 years old, female, unable to afford an unexpected expense, or disabled were the most likely to experience some form of depression during the pandemic.
- 3.13. As the above shows, the pandemic and the social and economic consequences have led to certain groups becoming more vulnerable. Anecdotal evidence from our teams (particularly the Hub and Housing and Benefits teams) suggests that we are seeing a different cohort of service users than previously, with a number of first-time referrals. Working more closely with a range of partners has led to collaboration on issues such as defining vulnerability and targeted communications arising from this.

⁷ [New Anglia LEP Impact Report](#)

⁸ [ONS Furlough Rates by Industry and Region](#)

⁹ [Centre for Progressive Policy - Back From The Brink](#)

¹⁰ [Joseph Rowntree Foundation \(Targeted action for parts of Britain at risk of surging unemployment\)](#)

4. CURRENT POSITION / FINDINGS IN RELATION TO THE FOUR THEMES

4.1. FALLS AND FRAILITY

4.2. In our strategy, we said:

- We will work with partners to identify our older and frail residents, many of whom are at risk of a fall, to make sure they have access to all available support.
- We will develop and deliver preventative supervised activities that will work to reduce the number of falls in the district and help our population maintain independence, reducing the need for health and social care services.

4.3. What have we done over the last year?

| Project / Service | Summary |
|---|---|
| Disabled Facilities Grant Delivery | Both Councils used their full allocation of DFG funding during the financial year 2019/20. Since then, DFG delivery has been complicated by the pandemic, with works delayed due to coronavirus restrictions. Through DFG, handyperson and other interventions 3,130 vulnerable residents were supported to stay in their home in 2019/20 across both Councils. |
| Assisted Bin Collections | Both Councils have continued to offer a free assisted bin collections service, with extra precautions taken in light of the pandemic to reduce risk of transmission to residents, especially those who shielded. Over 950 residents in South Norfolk and 1,600 in Broadland are supported through this service. |
| District Direct | The number of residents supported by District Direct in our areas has increased over the last financial year, from 170 in 2018/19 to 258 in 2019/20. Funding has been extended for the service through to March 2021. They have supported residents with a range of issues, such as homelessness (18.8%), fitting keysafes (14.6%) and care alarms (17.6%). |
| Healthy Homes Loans | Broadland District Council offers Healthy Homes Loans to help with repairs to owner occupied properties categorised to have at least one category 1 hazard using the Housing Health and Safety Rating System (HHSRS). 395 improvement grants or loans were provided in the last year in Broadland. |
| Falls Prevention | The Community Activities Co-ordinator at Broadland implements falls prevention exercises and initiatives. This consists of a range of seated and standing exercises at a home visit (9 residents were being supported before the current restrictions in garden sessions). We also run falls classes in South Norfolk, as a partnership with Cotman Housing's Still on the Go project. Funded by Sport England, it aims to provide activities for inactive over 55s. 65 residents took part in this project from Sep 19 to Mar 20. The cost of a fall |

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| | and subsequent A & E visit is £2,200, so we are both supporting our residents and the wider health system. |
| Community Support | Since March, Community Connectors have been active in providing support to over 400 residents in South Norfolk throughout the pandemic and linked residents with local community groups. Leisure centre staff also provided vital community support throughout the pandemic, giving the team the capacity to serve all residents in need in both districts. This covers a range of signposting services and casework. The evaluation of the service showed the majority of customers were not aware of services they were referred to, so the connectors play a crucial role in the access of appropriate support. |
| GP Exercise Referral | There were 78 GP exercise referrals in 2019/20 in South Norfolk. 60% of referrals continue with council leisure services following the initial course, making a sustained change to lifestyle habits |

4.4. EMPLOYMENT AND ASPIRATIONS

4.5. In our strategy, we said

- Through the Inclusive Growth agenda, the Councils' will identify new and existing businesses that can improve the economic environment of South Norfolk and Broadland.
- We will support residents through inclusive growth to sustain employment and support our young people's aspirations.
- We will support businesses to offer opportunities in Broadland and South Norfolk such as employment, apprenticeships and training.
- We will lead by example by promoting health and wellbeing in our own workforce, in addition to working with partners such as Public Health and Active Norfolk in local and national workplace health initiatives.

4.6. What have we done over the last year?

| Project / Service | Summary |
|--|--|
| Organisational Development Strategy | This recognised the impact the Council has on employment and aspirations, with the aim of increasing numbers of apprenticeships, training opportunities and hiring as well as maintaining Investors in People Platinum status. Acts taken to this end include Wellbeing Surveys and a new staff training platform. |
| Confidence Campaign | The Councils undertook the 'Confidence' campaign, to support the economic recovery of our High Streets in Wymondham, Diss, Harleston and Aylsham. This introduced safety measures in public spaces including social distancing and sanitising, increasing in-person footfall as the economy reopened. |

| | |
|---------------------------------------|--|
| Hardship Fund | The Council set aside £100,000 for a hardship fund to help support residents buy food and other essentials. At present, £34,000 has been spent, supporting a range of residents to cover rent, urgent bills or utilities. We also support residents on qualifying benefits with a £500 payment if they have been requested to self-isolate by Test and Trace. |
| Discretionary Housing Payments | This supports recipients of a variety of benefits, to help towards council tax payments. Support provided has increased during the pandemic, assisting residents to maintain tenancies in the economic circumstances. Demand on the housing service has significantly increased since March, so this appears more necessary as many residents have received reduced income. |
| Council Tax Support | The Government has provided £1.4million in additional funding, which provides for a reduction in council tax for those residents who are eligible. Those that are in receipt of Council Tax Support/Reduction automatically received up to £150 to reduce their council tax bill from April 2020, enabling a number of residents make ends meet. |
| Upskilling Residents | We support residents to upskill and gain new qualifications, such as lifeguard qualifications (NPLQ) and train instructors to deliver Broadly Active, which requires additional qualifications due to service user needs. Broadland Council also trained 155 people on courses hosted at Carrowbreck in 2019/20, including social media marketing and safeguarding for taxi drivers. |
| Young Enterprise | Two full day workshops were completed in 19/20 at Hellesdon High and Acle Academy. 30-40 students in years 8/9 were present at each workshop. This included 'Learn to Earn', which encouraged students to consider financial plans, setting goals and think about their future study options. This scheme helps schools meet the Gatsby Benchmarks on career advice and guidance. |
| Welfare Advice | The Council's welfare rights and debt advice services lead to an annual gain in almost £600,000 for our residents, both through encouraging sound financial planning and sharing knowledge on welfare eligibility. |

4.7. ACTIVITY AND HEALTHY LIVING

4.8. In our strategy, we said

- We will work within our own services and with our partners to create resilience within our communities to enable them to be able to self-manage their health and wellbeing where possible.
- Advice and information where appropriate will give residents the knowledge of where to escalate health and wellbeing issues that require more support when necessary.

4.9. What have we done over the last year?

| Project / Service | Summary |
|----------------------------------|---|
| Remote Classes | The leisure centres have invested in streaming equipment, providing high quality leisure provision whilst supporting those who are at higher risk. These sessions have also created over £5,000 of social value and a number are now being streamed for free, for residents of both Councils. We currently have over 500 subscribers with 3,300 views in the first week of November, across a range of classes. |
| Marriott's Way / EAMA 10k | In 2019, there were 569 finishers in the EAMA 10k, with 369 finishers in the Marriott's Way 10k. The virtual Marriott's Way 10k finished in October and attracted 123 adults and 6 juniors, turning a profit after costs. |
| Tots2Teens | Tots2Teens ran successful schemes throughout 2019/20. However, Tots2Teens has been unable to run since the 2020 Easter holidays due to the pandemic. The team are exploring options to resume the service and provide essential childcare (often for parents who could not otherwise afford it) and developmental opportunities in the future. |
| Parkrun | Last year, 13,520 Broadland residents were registered for Parkrun. 3,600 had attended an event within the past 6 months and 863 residents had also volunteered in the last year. In South Norfolk, 8,524 residents were registered for Parkrun and 1,860 had done a Parkrun in the last six months. 346 residents volunteered for Parkrun in the past year. |
| Broadly Active | 12-week exercise referral for residents aged 16+ with chronic health conditions resulting in 701 referrals, with 183 completing the programme. 96% of referrals showed an improvement in their health status. |

4.10. MENTAL WELLBEING

4.11. In our strategy, we said

- As Councils we see the impact poor mental wellbeing can have on our residents and how easily mental health issues can escalate to crisis.
- Through our various services, we are able to identify residents at risk of poor mental wellbeing, such as residents in debt, victims of antisocial behaviour and noise complaints. Our strength is dealing with low-level mental health issues, preventing escalation and signposting more clinical mental health issues to partners who specialise in this area of support.

4.12. What have we done over the last year?

| Project / Service | Summary |
|---------------------------------|---|
| Future Boosters | This is a service to support wellbeing, self-esteem, increase resilience and raise confidence in young people aged 11-18 to schools within Broadland. Evaluation will take place following the concluding session, but feedback from staff and pupils has been consistently positive, with one pupil saying 'it was amazing to sit and talk things through without judgement' |
| Employee Wellbeing | Sixteen mental health first aiders have been trained within the organisation. They took a four-day course which provided staff with the knowledge of how to identify, understand and people experiencing a mental health issue and to guide people into accessing support. We have also provided resources such as an A-Z of wellbeing resources, wellness discussion forms and an occupational health and counselling service. |
| OutRunning | OutRunning is a beginner's running group for people with mild to moderate mental health conditions, attached to Hellesdon Library. Unfortunately, the programme was postponed in March, having started in January 2020, with 15-16 participants. The participants are still in touch virtually, forming an organic support network during the pandemic. |
| Peace of MIND | A 16-week project before EAMA 10K 2019. Taking referrals from connectors, surgeries and MIND for a weekly workshop at Kett's Park, participants had low to moderate mental health concerns. 13 joined the course and five ran the 10K, but the legacy was that the group continued after our intervention and we were able to keep referrals running. |
| Prescription Collections | The Communities Team and Help Hub have connected numerous local people with the support they needed in order to safely receive medicines during the pandemic, reducing anxiety and stress. 75% of support requests through our hub were for food/prescription deliveries. |

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| Referrals for Mental Health or Wellbeing | <p>In 2019/20, over half of referrals made to the Help Hub or social prescribing involved mental health or wellbeing as a presenting issue. Most of these referrals had multiple issues, suggesting that the wellbeing issues were caused by financial or social problems. 5,804 residents were supported with a low-level need through the Help Hub last year. The Help Hub has also put people in touch with community groups to provide them with social contacts to reduce isolation.</p> <p>£47k (per Council per annum) has been provided by the County Council to invest in residents with low to moderate level mental health issues. In South Norfolk, this is used to fund Evolve, who have prevented people from being evicted for mental health issues and support people through the homelessness process. In Broadland, this funding supports Pathways, a Norwich-based project supporting rough sleepers.</p> |
| Domestic Abuse Champions | <p>The Councils have trained DA champions to help people access support. The Councils also provide services to people suffering from domestic abuse, through Orwell at South Norfolk and Leeway at Broadland, as well as linking with the Police and other organisations.</p> |

5. SUMMARY

- 5.1. This paper highlights some of the Council's services and activities that are broadly aligned with the four themes of the Health and Wellbeing Strategy.
- 5.2. As this paper demonstrates, the health and wellbeing of our districts has been significantly affected over the past twelve months, due to the changing local and national landscape specifically related to the Covid-19 pandemic. Our priorities have also changed due to the impacts of coronavirus.
- 5.3. Numerous services delivered by the Councils have been well established such as provision of disabled facilities grants supporting older and frail residents. Others have been established as a direct response to Covid-19, e.g. setting up a Hardship Fund.
- 5.4. Many of the activities are delivered in partnership and the Council's response to the impacts of coronavirus has led to the formation of closer working relationships with existing and new partners, in particular community groups and town and parish councils, which have been fundamental in responding to the needs of residents.
- 5.5. Several Council strategies have been agreed since the adoption of the Health and Wellbeing Strategy which also include aspects of health and wellbeing. For example, the Inclusive Growth Strategy relates to the theme of Employment and Aspiration.

6. RECOMMENDATIONS

- 6.1. To note the report and the success of the Council's actions with regards to Health and Wellbeing and to further note the intention of officers to:
- 6.2. To produce a further update for the panel to consider the ongoing impacts of coronavirus on resident health and wellbeing, by Summer 2021.
- 6.3. To review and produce a Joint Health and Wellbeing Framework to take account of the long-term impacts of the coronavirus pandemic and to align to the 2020-2024 Joint Strategic Plan, for consideration of the Council for adoption from April 2022.